

Review of Performance and Outcome Measures of the Washington State Patrol

for the
Transportation Performance Audit Board

December 3, 2004



Approach

- Establish definition of performance measure
- Fact based recommendations through
 - Research
 - Interviews
 - Benchmarking



Methodology

- Data Gathering
 - Documentation, RCWs, research
 - Interviews
 - SAF presentations
- Benchmarking
 - 5 states (AZ, MO, OH, VA, TX)
 - Web research
- Analysis and Evaluation

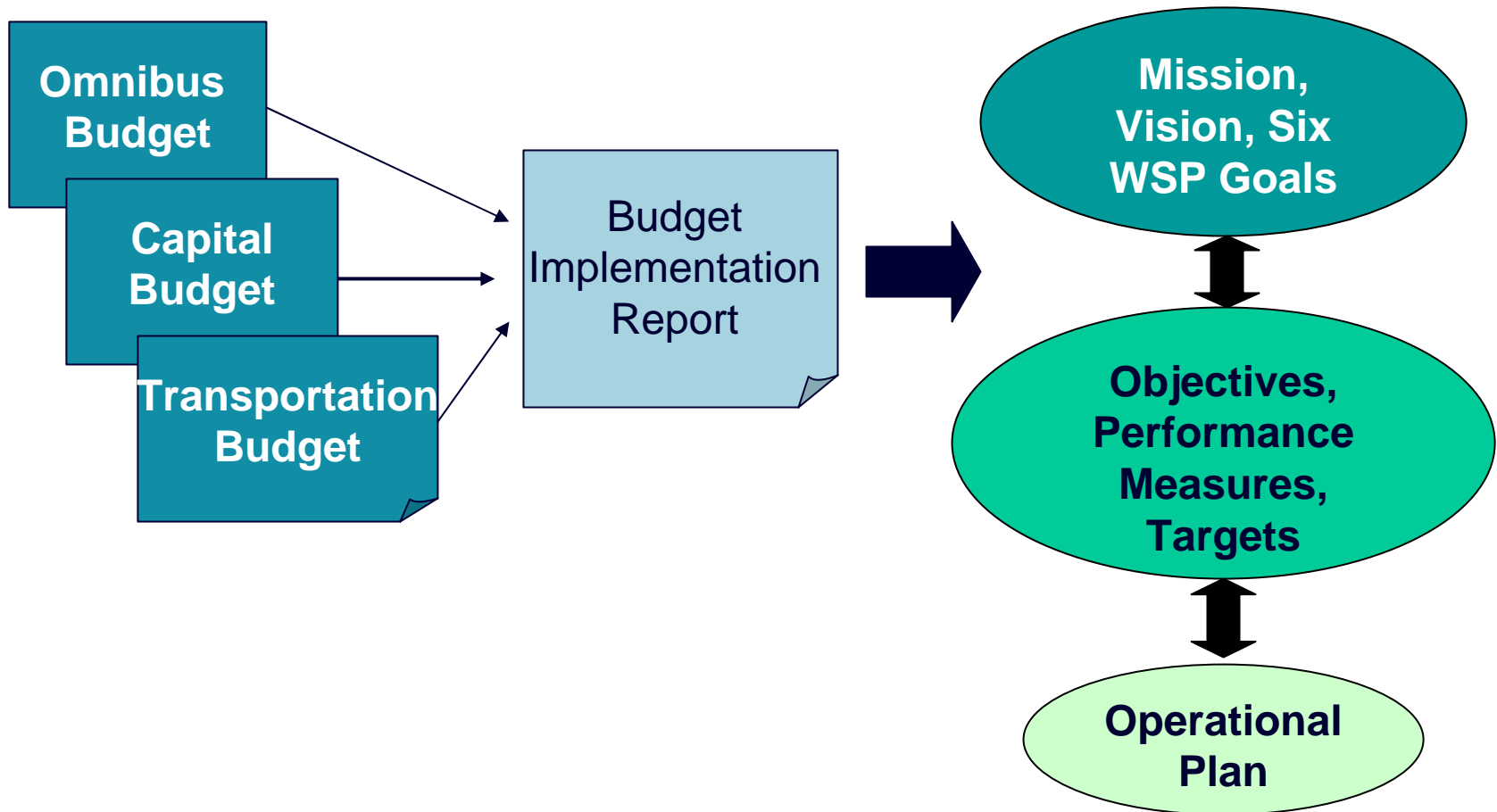
1. *Has the Legislature established clear mandates, strategic plans, mission statements and goals and objectives?*
-

Yes and No

2. *Are WSP's performance and outcome measures for the programs consistent with legislative mandates, strategic plans, mission statements and goals and objectives?*

Yes

Agency Strategic Plan Process



3. *Are the programs' current reporting requirements contributing to the efficiency of WSP and are they cost effective?*

Yes

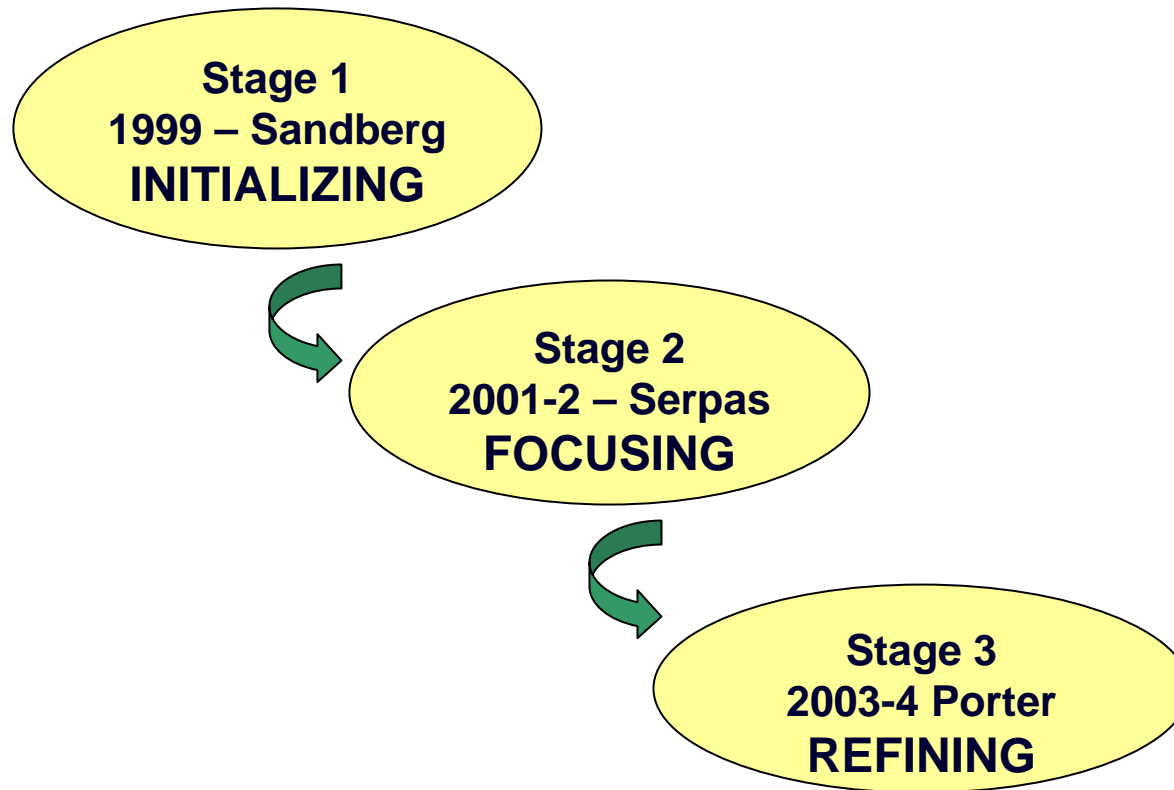
4. *Are the programs' reports being utilized by their targeted user groups?*

Yes

5. *How are the programs using performance and outcome measures to manage resources in an efficient and effective manner?*

Strategic Plan
Strategic Advancement Forum (SAF) Process
Action Plans

Strategic Advancement Forum Evolution



6. *Has WSP established clear performance benchmarks and/or standards for assessing overall performance of the programs?*

Yes

7. *How is WSP's management using the performance measurement data to improve its organization, budget planning, and allocation of resources?*

Reorganization

Backlog Elimination

Process Change

People Skills Development

Budget/Cost Management

Project Management

8. *What performance benchmarks have been used in other states to measure the performance of similar programs in similar agencies? How do they compare with those used by WSP?*

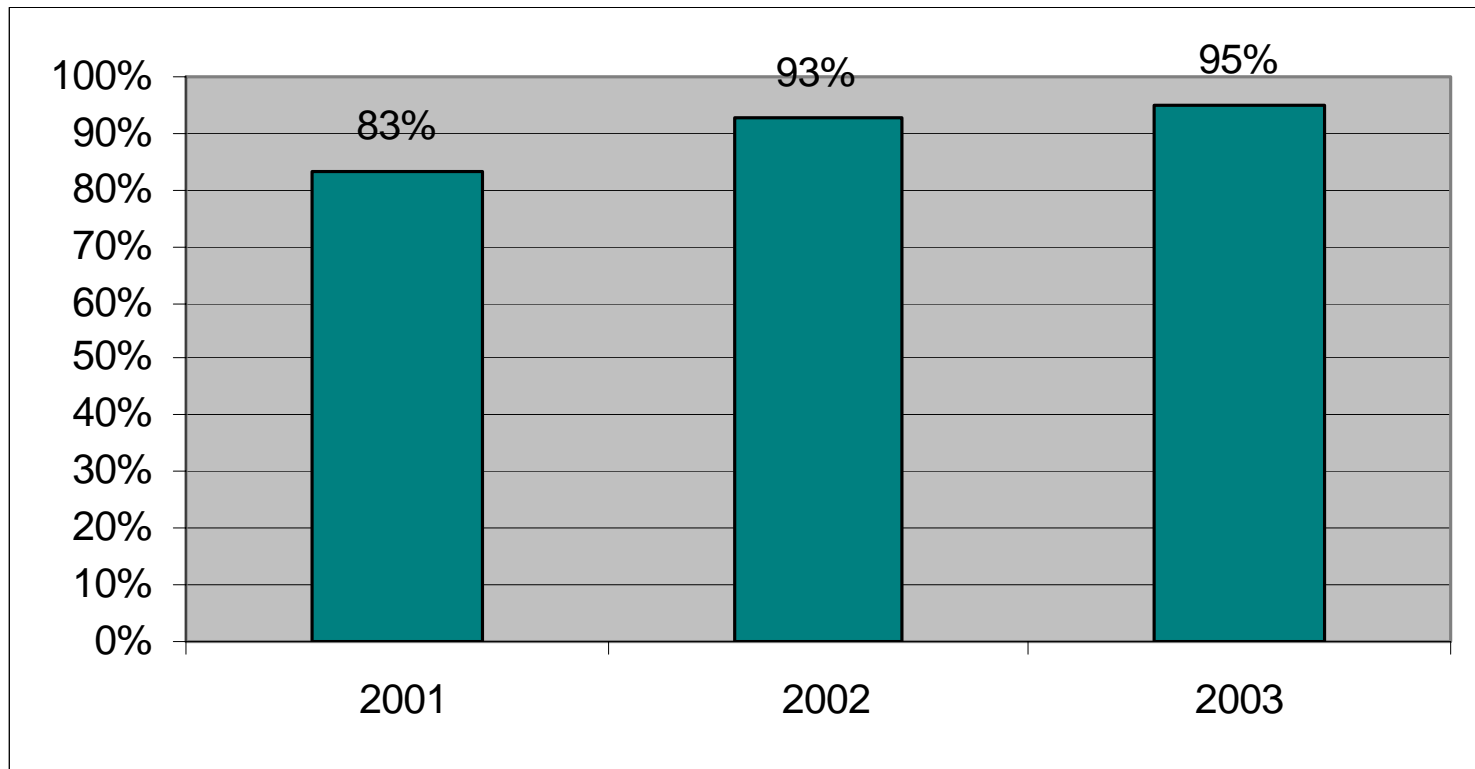
WSP is **the benchmark** in performance management.



Key Performance Measures

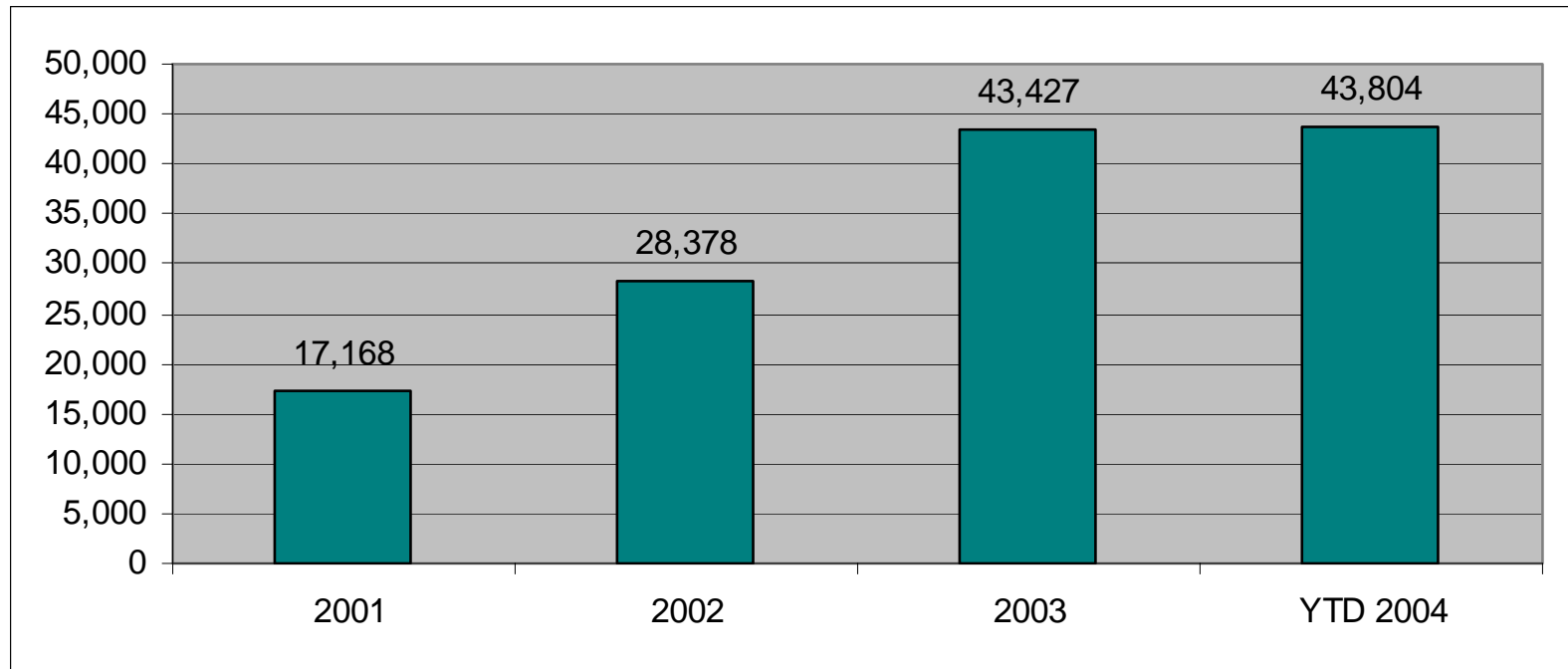
- ❑ Seat Belt Usage
- ❑ Aggressive Driving
- ❑ Driving Under the Influence
- ❑ Speed
- ❑ Fatal Collisions
- ❑ Auto Thefts

Seat Belt Usage



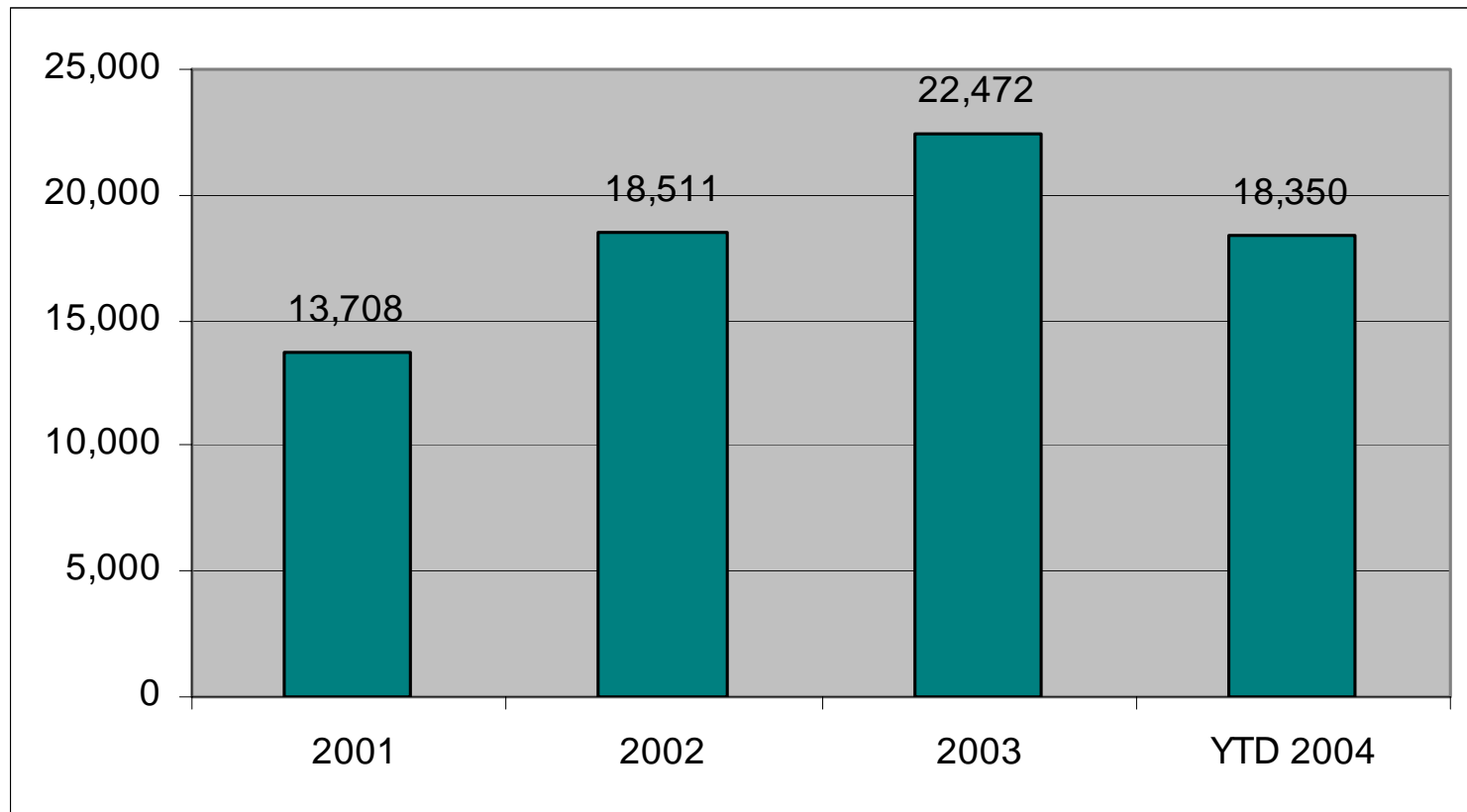
NOTE: Washington ranked #1 in usage and highest in reduction of non-use between 2001 and 2002.

Aggressive Driving Contacts



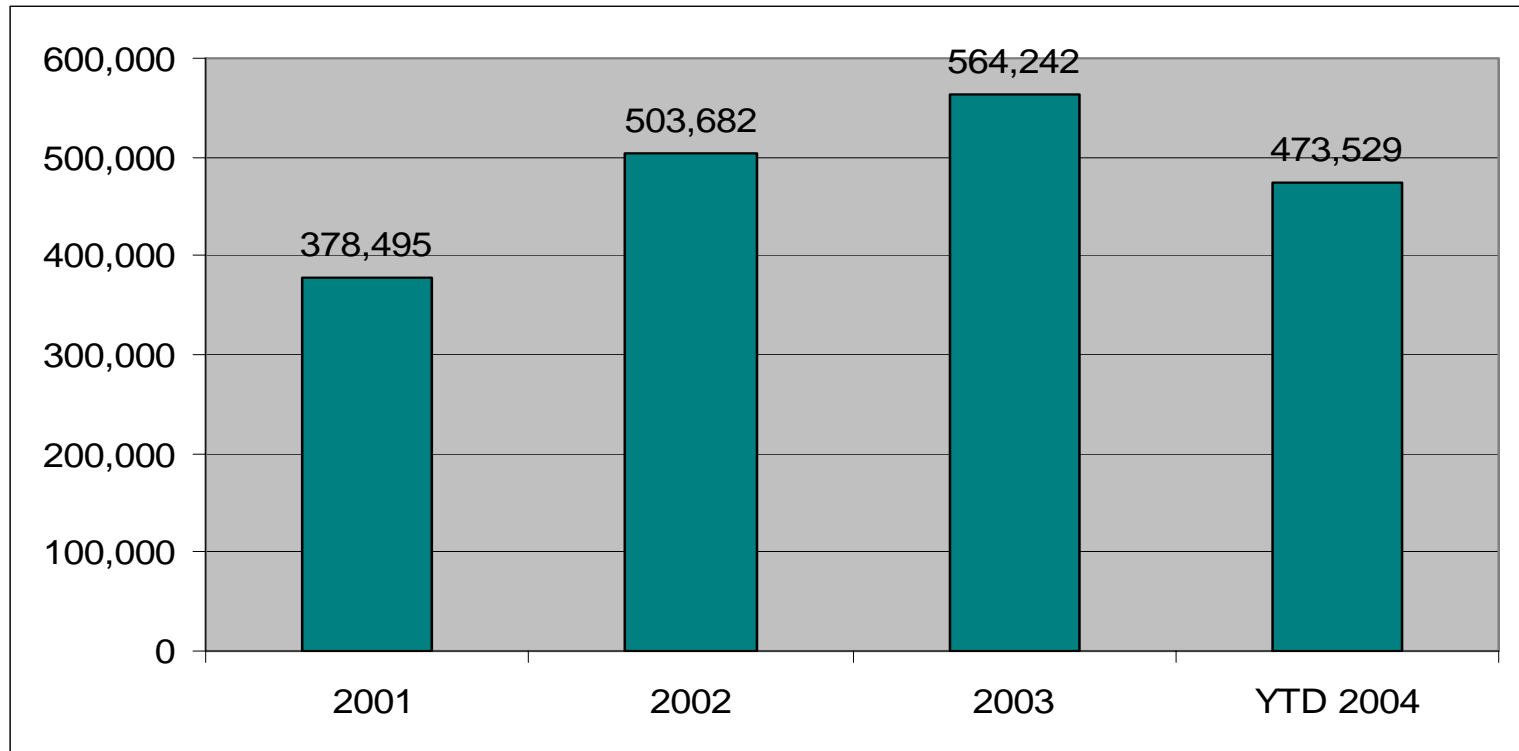
NOTE: 2004 data through October YTD

Driving Under the Influence



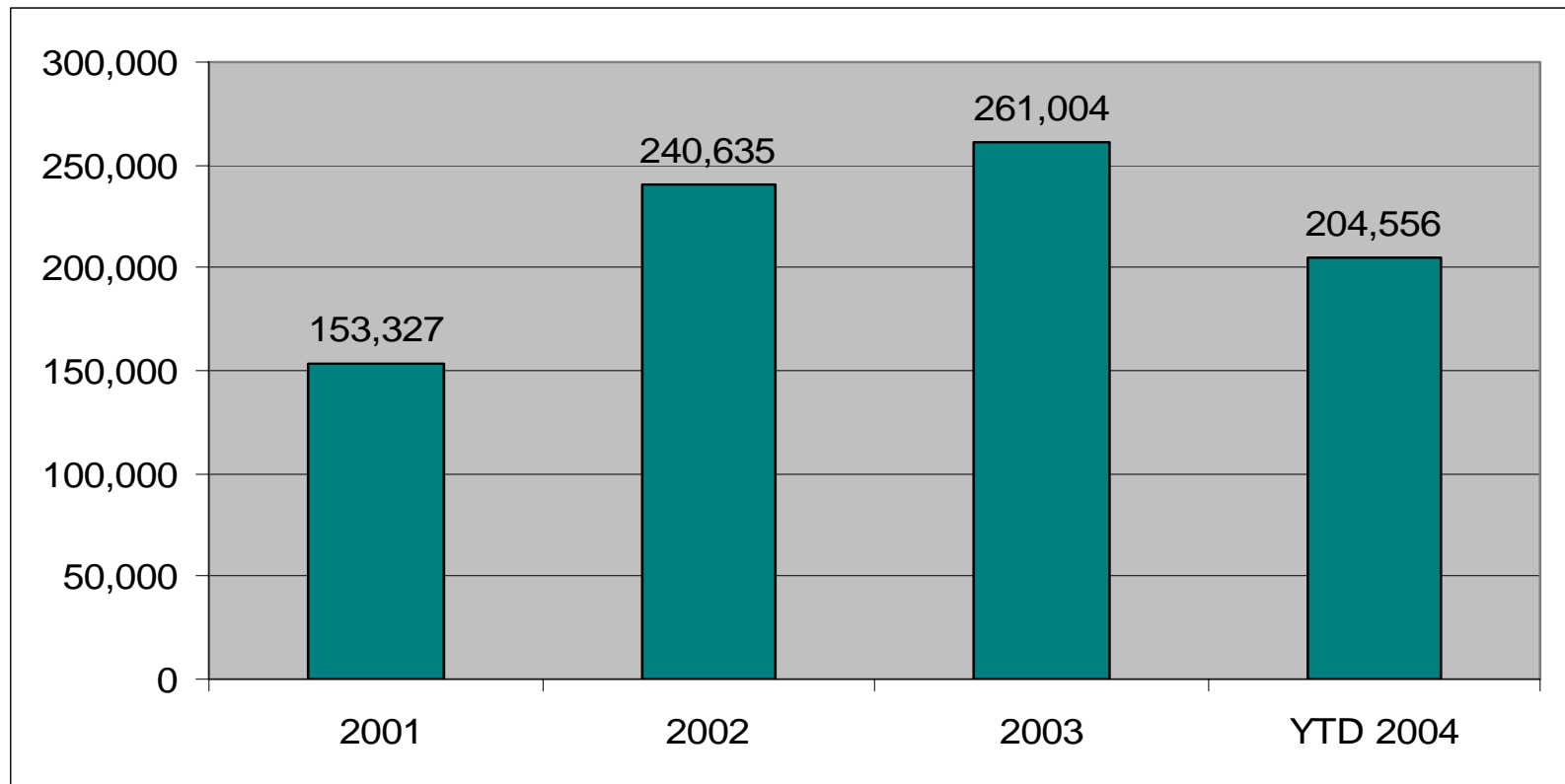
NOTE: 2004 data through October YTD

Speed - Contacts



NOTE: 2004 data through October YTD

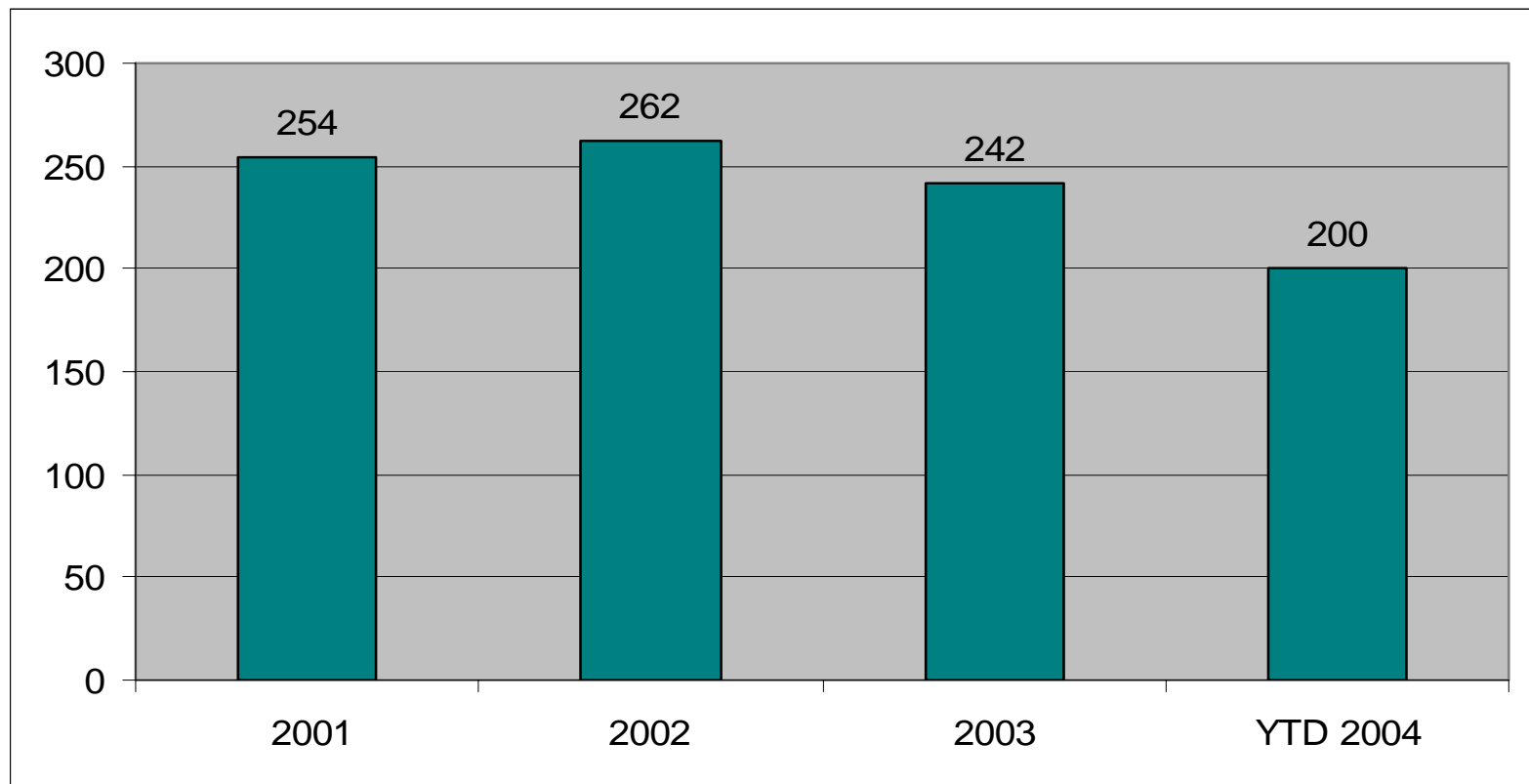
Speed - Arrests



NOTE: 2004 data through October YTD

Fatal Collisions

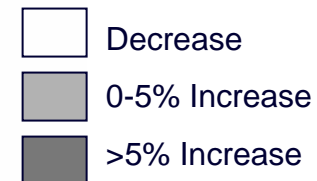
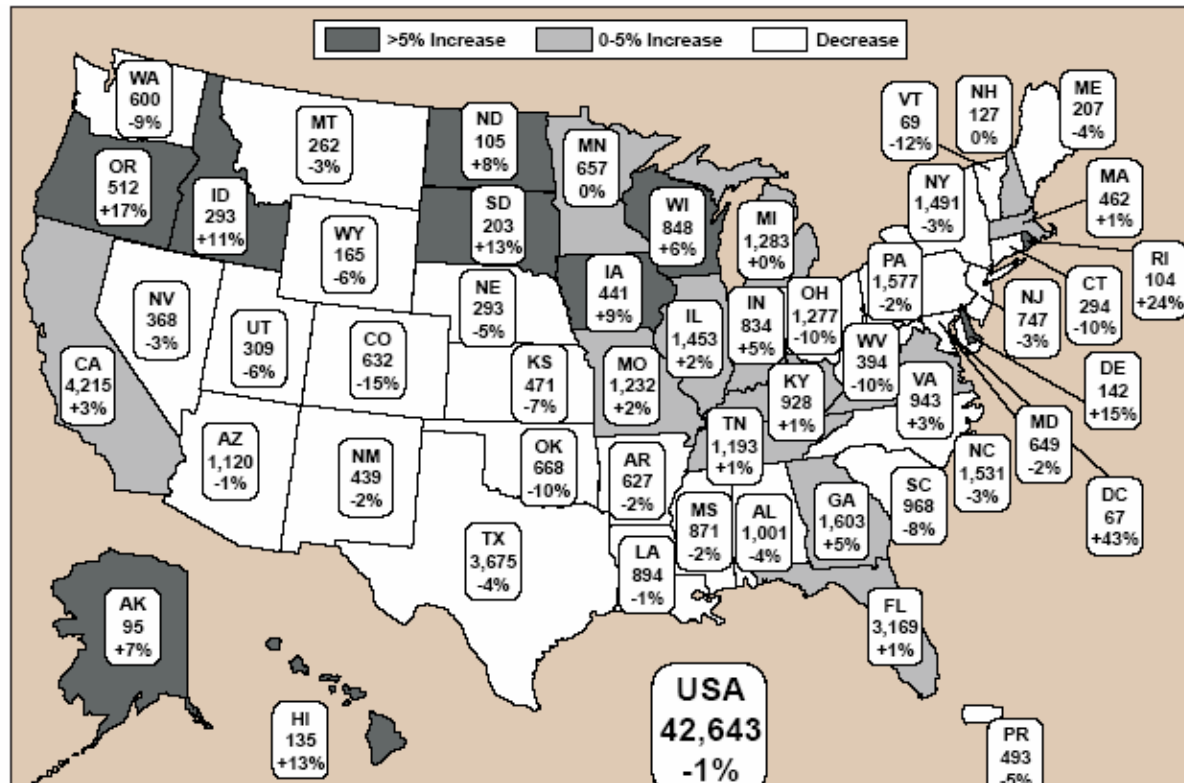
(for State Routes and Interstates only)



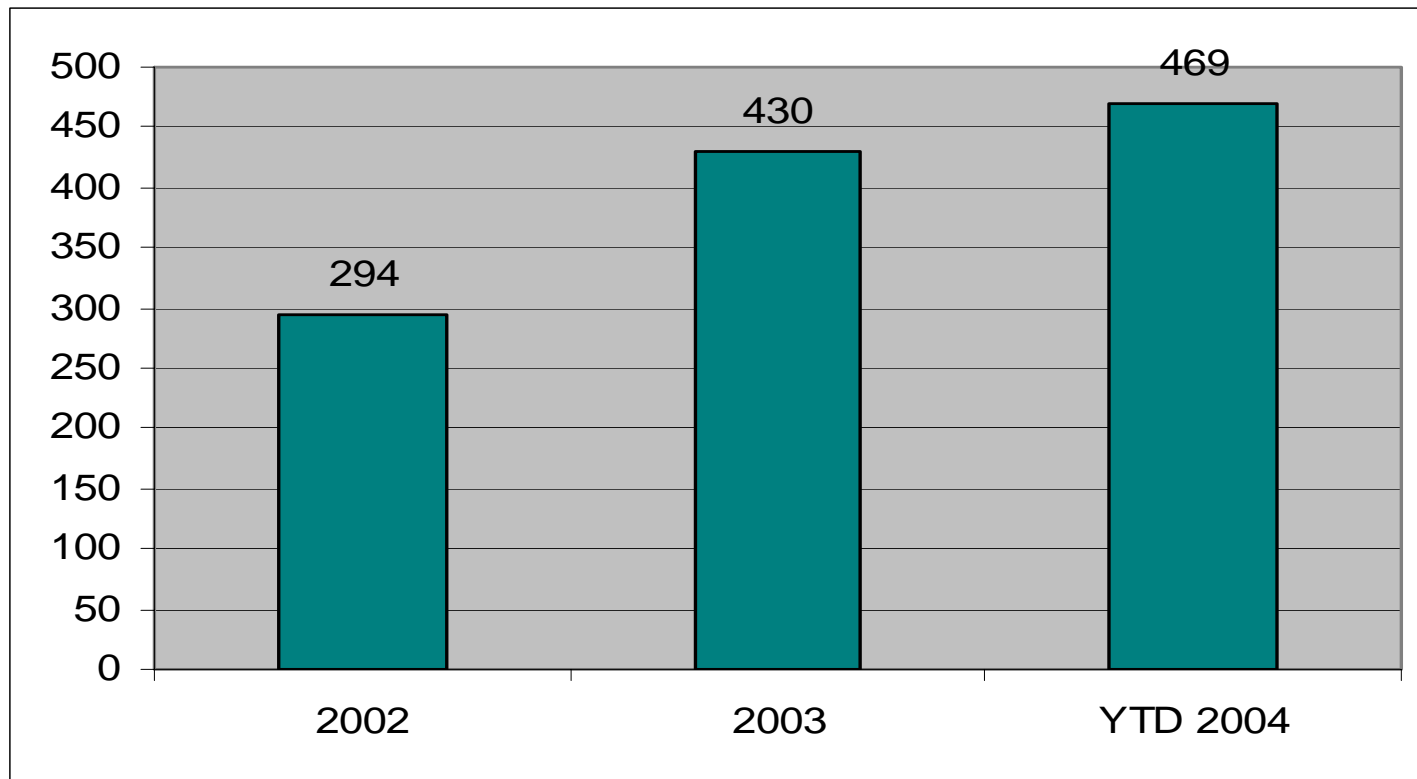
NOTE: 2004 data through October YTD

2003 Traffic Fatalities by State and Percent Change from 2002

1. CO -15%
2. VT -12%
3. CT -10%
4. OH -10%
5. OK -10%
6. WV -10%
7. WA -9%
16. TX -4%
38. CA +3%
46. ID +11%
50. OR +17%
- USA -1%

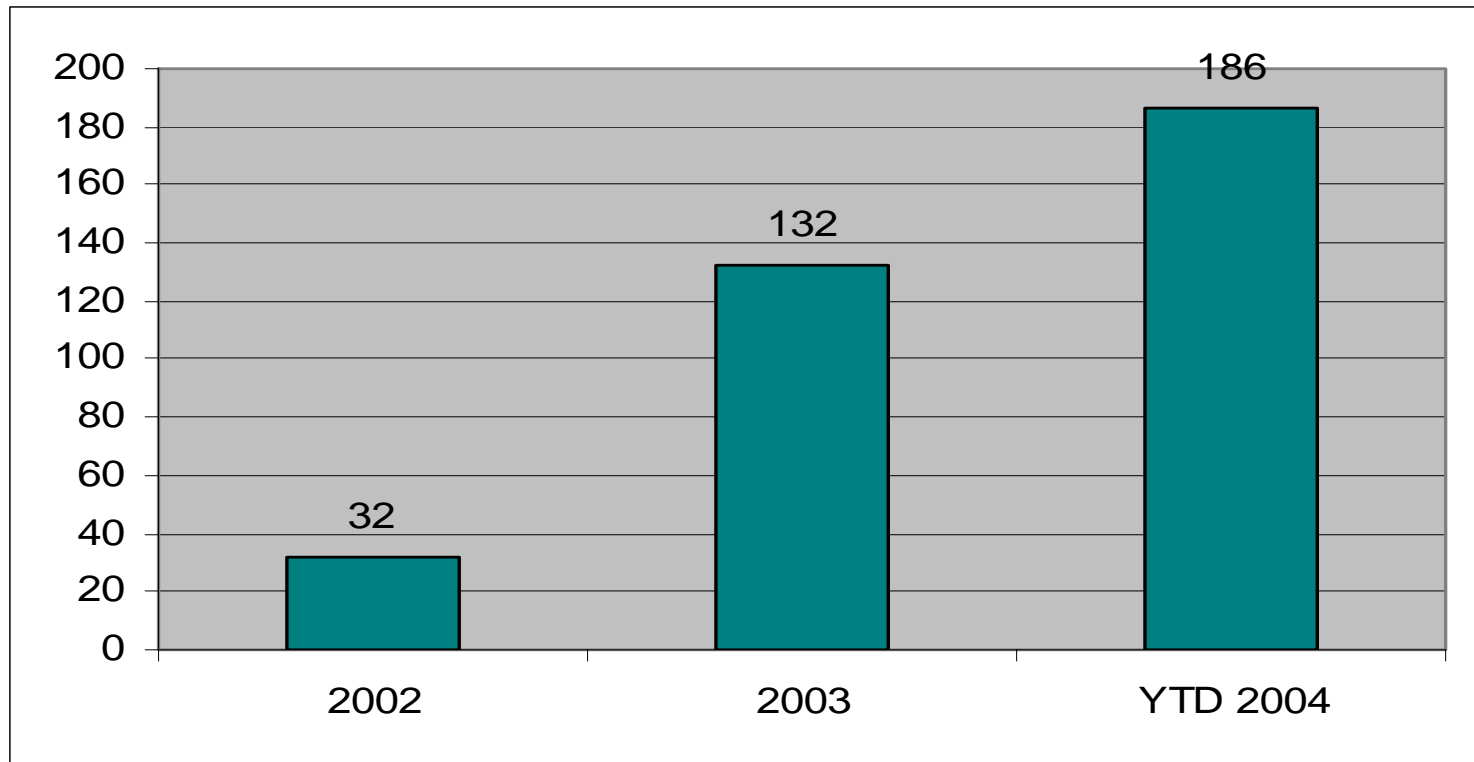


Autos Recovered



NOTE: 2004 data through October YTD

Auto Thieves Arrested



NOTE: 2004 data through October YTD

9. *Is WSP's information technology capability adequate to provide management information necessary to monitor the program's performance benchmark data?*

No



Agency Strengths

- SAF Process
- Data Analysis
- Budget Focus
- Management Culture
- Updated Measures
- Alignment
- Agility
- Communications
- Focus on Results



Opportunities for Improvement

- ❑ Automate Data Collection
- ❑ TARs Coding Issue
- ❑ Data Analysis Skills
- ❑ Citizen Feedback
- ❑ Systemic Review of Measures



Recommendations

1. Research TARs coding issue
2. Statewide auto theft and recovery data system
3. Support technology budget packages
4. Service level agreements between support and operations
5. Emphasis on outcome measures
6. WSP accountable for outcomes and strategies
7. Communications with citizens

Performance Audit Recommendation

Not recommended at this time.

Questions or Comments
